

**FRAUD INVESTIGATOR,
DEPARTMENT OF INSURANCE
OPEN, NON PROMOTIONAL
SALARY RANGE \$3,307 - \$4,999**



**CALIFORNIA STATE DEPARTMENT OF
Insurance**

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION AGE OR SEXUAL ORIENTATION

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| How to Apply | <p align="center">FINAL FILING DATE: CONTINUOUS TESTING</p> <p align="center"><i>DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD</i></p> <p align="center">Send application to: Department of Insurance 300 Capitol Mall, 13th Floor Sacramento, CA 95814 Attention: Lilia Fortes</p> <p>Application (form STD678) will be accepted on a continuous basis. Applications must have an <u>original</u> signature. Testing is considered continuous as cut-off dates can be set at anytime depending upon the needs of the department. A separate rider will be posted with the examination announcement for each testing period. The bulletin rider will specify when and how the examination is to be given.</p> |
| Requirements for Admittance to the Examination | <p>All applicants must meet the educational and/or experience requirement for this examination by the written test date.</p> <p align="center">MINIMUM QUALIFICATIONS</p> <p align="center">Either I</p> <p>EDUCATION: Equivalent to graduation from college with a major in criminal justice, law enforcement or criminology. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.)</p> <p align="center">Or II</p> <p>EXPERIENCE: Two years of peace officer* experience in an investigative assignment in a government agency. AND</p> <p>EDUCATION: Equivalent to two years of college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis. Applicants who are being considered for positions assigned "Peace Officer" status, as defined by California law, must possess the educational equivalent of completion of the 12th grade.)</p> <p>*As defined in Sections 830.1, 830.2, 830.3, or 830.8 of California Penal Code.</p> <hr/> <p>MINIMUM AGE: Minimum age at time of appointment is 21 years old.</p> <p>CITIZENSHIP REQUIREMENT: Pursuant to Government Code Section 1031(a), in order to be appointed to a peace officer position a person must be either a United States citizen or a permanent resident alien who is eligible for and has applied for United States citizenship at least one year prior to the final filing date for an examination.</p> <p>FELONY DISQUALIFICATION: Existing law provides that persons convicted of a felony are disqualified from employment as peace officers. Such persons are not eligible to compete for an examination.</p> <p>BACKGROUND INVESTIGATION: Pursuant to Government Code Section 1031(d), all persons successful in this examination shall be required to undergo a thorough background investigation prior to appointment.</p> <p>FIREARMS DISQUALIFICATION: Existing Federal law prohibits firearms possession by persons who meet criteria established in Federal Omnibus Consolidated Appropriations Act of 1996, relating to misdemeanor crime of domestic violence involving use or attempted use of physical force or deadly weapon to current or former spouse, parent or guardian of the victim.</p> |
| Testing Period | A candidate may be tested only once during any testing period. The testing period for this examination is 18 months. |
| Special Personal Characteristics | Willingness to work throughout the State and at unusual hours; keenness of observation; good memory for names, faces, places, and incidents; willingness to associate with criminally inclined persons and environments; satisfactory record as a law-abiding citizen, and possession of a valid California driver's license of the appropriate class issued by the Department of Motor Vehicles. |
| Special Physical Characteristics | Good health, sound physical condition, free from any physical or mental condition that would interfere with performance of duties; effective use of both hands, strength, endurance, and agility; emotional stability, normal hearing, normal vision or vision corrected to normal; weight proportional to age and height. |
| Position Description | Incumbents perform a full range of peace officer duties and responsibilities in the accomplishment of their assignments and are required to carry firearms and make arrests. This position includes the entry journey levels in the Fraud Investigator, Department of Insurance, series. Under close supervision, incumbents are assigned to conduct criminal investigations of felony violations of law relating to insurance fraud. Incumbents may work alone, with a team, or as a lead investigator over other investigators; are to conduct investigations of criminal enterprises and profiteering and assist in the prosecution of cases involving these groups in both State and Federal courts; and conduct investigations involving |

S E E R E V E R S E S I D E F O R A D D I T I O N A L I N F O R M A T I O N

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| Position Description (con't) | a broad range of felony violations, in both the State and Federal judicial system. <i>Positions are located in Sacramento, Fresno, San Jose, Martinez, Commerce, San Fernando Valley, Rancho Cucamonga, Orange County, and San Diego.</i> |
| Examination Information | This examination will consist of a two part Written Test. Test I is a multiple choice written examination weighted – 70%, and Test II is a writing exercise weighted – 30%. You must receive a passing score on both Test I and Test II in order to pass the examination. The two weighted scores will then be added to obtain your combined score. Competitors who do not appear for the Written Test will be disqualified from this exam. |
| Examination Scope | <p style="text-align: center;">WRITTEN TEST – Weighted 100%</p> <p>Please allow approximately four hours for the completion of the written test portion. The written test will cover the following areas:</p> <p>TEST I: WRITTEN EXAMINATION (Weighted 70%)</p> <p style="text-align: center;">Criminal Investigative Procedures</p> <ol style="list-style-type: none"> 1. Knowledge of court procedures (e.g., discovery, testimony) as they pertain to insurance fraud investigation and prosecution. 2. Knowledge of legal terminology pertaining to criminal law (e.g., probable cause, detention, hearsay). 3. Knowledge of the rules of evidence (e.g., requirements for evidence certification, methods of evidence presentation in court) as they pertain to insurance fraud. 4. Knowledge of the proper completion of various court orders (e.g., search warrant, arrest warrant, subpoena). 5. Knowledge of the proper procedure for serving court orders (e.g., search warrant, arrest warrant, subpoena). 6. Knowledge of evidence gathering techniques that will preserve evidence. 7. Knowledge of evidence preservation techniques that will ensure certification in court. 8. Knowledge of interviewing techniques to obtain pertinent information from witnesses and other individuals involved in an insurance fraud crime. 9. Knowledge of interrogation techniques to obtain pertinent information from suspects and other individuals involved in an insurance fraud crime. <p style="text-align: center;">Officer Safety Tactics</p> <ol style="list-style-type: none"> 1. Knowledge of defensive tactics that can be utilized to prevent injury to oneself and others. 2. Knowledge of arrest control tactics that can be utilized to restrain suspects without injury to oneself and others. 3. Knowledge of the safety precautions to take while performing job duties (e.g., surveillance, search warrant, arrest operations, felony vehicle stops). 4. Ability to determine when back-up assistance will be required (e.g., potentially dangerous situations). <p style="text-align: center;">Both Content Areas</p> <ol style="list-style-type: none"> 1. Knowledge of criminal and civil codes and statutes (e.g., Penal Code, Insurance Code, Health and Safety Code, Vehicle Code, Business and Professions Code, Evidence, Federal Mail Statute, Wire Fraud Statute) pertaining to insurance fraud (e.g., entrapment laws, laws of arrest, extradition laws). 2. Knowledge of the legal rights of citizens (e.g., Miranda). 3. Ability to analyze situations accurately and take effective action. 4. Ability to read and understand the English language. <p>TEST II: WRITING EXERCISE (Weighted 30%)</p> <p style="text-align: center;">Content</p> <ol style="list-style-type: none"> 1. Ability to read and understand the English language. 2. Ability to understand how written laws, policies, and codes relate to insurance fraud case investigation and prosecution. 3. Ability to follow directives from others regarding case investigations. <p style="text-align: center;">Written Communication</p> <ol style="list-style-type: none"> 1. Knowledge of the proper spelling, grammar, punctuation, and sentence structure for the English language to ensure that prepared and/or reviewed written materials (e.g., case investigation reports) are complete, succinct, and free of writing errors. 2. Skill to write documents (e.g., case investigation reports, transcriptions, memorandums) clearly and concisely for review by various audiences (e.g., supervisors, co-workers, prosecutors, the media). 3. Skill to completely and accurately record, in writing, information obtained regarding case investigations. |
| Additional Desirable Characteristics | In addition to the above knowledge and abilities, possession of the appropriate POST certificate as evidence of increased competency at each level is also desirable. Also desirable is evidence of completed course work in the following subject areas: introduction to criminal justice, introduction to criminal law, basic investigation, evidence, criminal procedures and laws of arrest, search and seizure, interviewing and interrogation. |
| Eligible List Information | <p>A departmental Open eligible list will be established for the Department of Insurance. Names of successful competitors will be merged into the list in order of final scores, regardless of date. Eligibility expires 18 months after it is established.</p> <p>Career Credits and Veterans' preference points will be granted in this examination.</p> |

FRAUD INVESTIGATOR

FINAL FILING DATE: CONTINUOUS

G E N E R A L I N F O R M A T I O N

It is the candidate's responsibility to contact the Department of Insurance, Human Resources Management, Sacramento (916) 492-3306 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Department of Insurance, Human Resources Management, Sacramento (916) 492-3306 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the Department of Insurance offices, State Personnel Board offices, and local offices of the Employment Development Department and the Internet at <http://www.spb.ca.gov>.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Department of Insurance reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: (1) subdivisional promotional, (2) departmental promotional, (3) multi-departmental promotional, (4) servicewide promotional, (5) departmental open, (6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and state of health consistent with the ability to perform the assigned duties of the class. A medical examination will be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidates is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Veterans Preference: California law allows granting of veterans preference points in open entrance examinations and open non-promotional examinations. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans; 15 points for disabled veterans. Credit in open, non-promotional examinations is granted as follows: 5 points for veterans; and 10 points for disabled veterans. Directions for applying for veterans preference points are on the Veteran Preference Application form (Form 1093) which is available from State Personnel Board Offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

California Relay (Telephone) Service for the Deaf or Hearing impaired:
From TDD phones: 1-800-735-2929, from voice phones: 1-800-735-2922

Department of Insurance
Human Resources Management
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
(916) 492-3393

RELEASE DATE: 10/04/2000
NM/DV/SA